

## ABSTRACT

Information processing apparatus and method thereof, information processing system and recording medium for easily indicating the delivery address of purchased products. A user terminal device sends a telephone number of a delivery address for a purchased product by way of a relay station to a server. Along with designating the telephone company from the received telephone number of the delivery address, the server also sends the received telephone number to any of a plurality of telephone company control centers of the designated telephone company and requests a search for customer information. The telephone company control centers each receive the search request from the server and search the customer information accumulated in a plurality of databases. The server presents the search results (customer information) supplied from the plurality of databases to the user terminal device.